For service questions, please call Dimplex at 1-888-346-7539.
For sales inquiries, please call Sylvane at 1-800-934-9194 or visit sylvane.com.

Dimplex®

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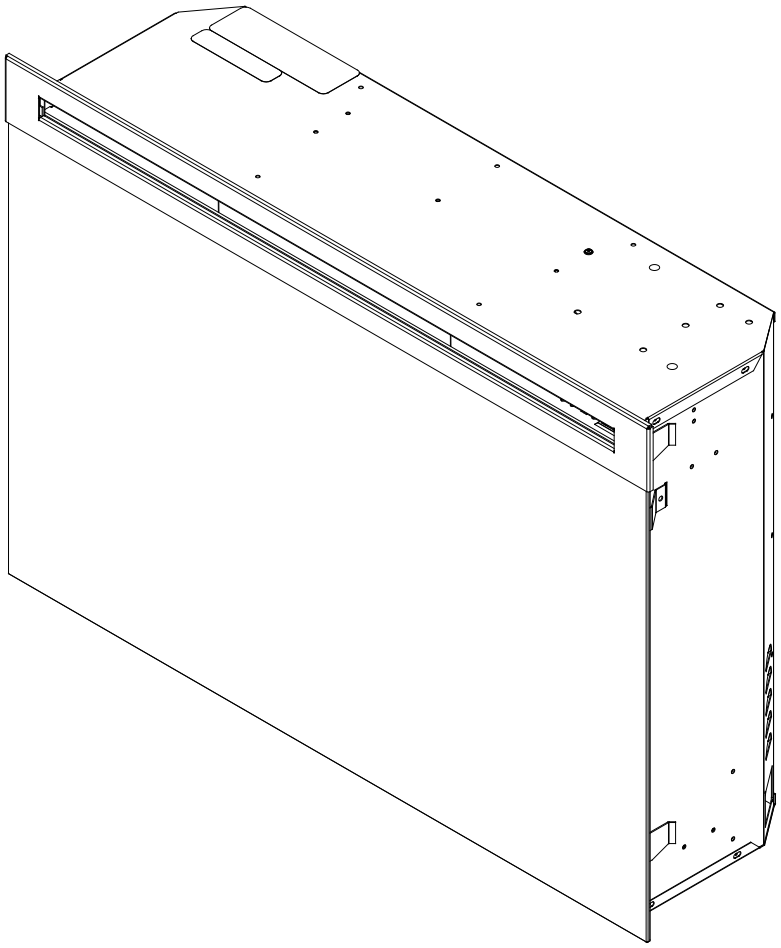

Service Manual

Model Number:
DF2426
DF2550
DFG2562
BF9000

UL Part Number
6905050100 to 500
6907560100

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

REV	PCN	DATE
00	-	22-JUL-11
01	-	26-AUG-11
02	13118	13-DEC-11
03	-	31-JAN-14

Dimplex North America Limited
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1-888-346-7539 • www.dimplex.com

In keeping with our policy of continuous product development, we reserve the right to make changes without notice.
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Always use a qualified technician or service agency to repair this fireplace.

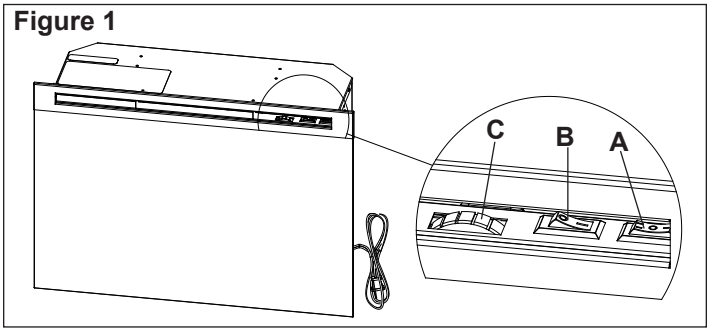
! NOTE: Procedures and techniques that are considered important enough to emphasize.

⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION

Figure 1



A. 3-Position Switch

The switch has two On positions marked. The " -- " position is for manual operation. In this position the built-in remote control is by-passed. The " = " position is for operating the unit with the provided remote control. When in remote control (" = ") position the unit is operated with the On and Off buttons of the remote control.

When the switch is in the center "o" position the unit is off.

B. Heater Switch

The Heater Switch supplies power to the heater fan and the heater element. When the switch is in the ON position the heater operates if the thermostat calls for heat.

C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter-clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by switching the 3-Position Switch to Off and waiting five (5) minutes before switching the unit back on.

! **NOTE:** If operating the unit with a remote control, the remote may require re-initializing after turning the power off.

⚠ **CAUTION:** If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

! **NOTE:** Before attempting any operation with the remote, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

! **NOTE:** The remote control is an EEPROM system; therefore if power is interrupted for whatever reason, the built-in receiver board will hold the memory of the remote's radio frequency for up to 24 hours. The remote should continue to operate the fireplace as normal once unit is re-powered. Re-initialization of the remote control to the fireplace should only be required if there is a loss of power to the receiver for longer than 24 hours. (i.e. power failure, main power switch is turned off).

To operate, push the ON button to turn fireplace on, push the OFF button to turn the fireplace off.

! **NOTE: Ensure that the fireplace 3-Position switch is set to the remote control setting.**

Remote Control Initialization/Reprogramming

If the hand held transmitter or receiver board has been replaced, follow these steps to initialize the transmitter and receiver:

1. Place the **3-Position Switch** (Figure 1A) in the OFF ("O") position.
2. Wait a minimum of five (5) seconds and then place the **3-Position Switch** in the Remote Control ("=") position.
3. **Within** 10 seconds of changing the switch position, press the ON button located on the remote control (Figure 2).

This will synchronize the remote control and the fireplace receiver.

! **NOTE:** You will have only 10 seconds to perform this last step. Failure to do so will result in these steps needing to be followed again.

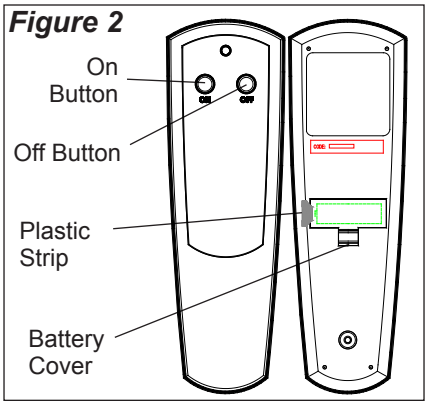
Battery Replacement

To replace the battery:

1. Slide battery cover open on the remote control (Figure 2).
2. Install one (1) 12-Volt (A23) battery in the battery holder.
3. Close the battery cover

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

Figure 2



MAINTENANCE

Light Bulb Replacement (Mod 0-A Only)

Allow at least five (5) minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log ember bed exterior disappears. There are two 2 bulbs under the log set, which generate the flames and embers.

Light Bulb Requirements

Quantity of two 2 clear chandelier or candelabra bulbs with an E-12 (small) socket base, 60 Watt rating. Example: GE 60BC or Philips 60 CTC.

Do not exceed 60 Watts per bulb.

Helpful Hints

It is a good idea to replace both light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs. Care must be taken when removing the log set.

To Access The Lower Light Bulb Area: (Figure 3)

1. Remove front glass assembly.
2. Pull the front edge of the plastic Ember Bed, plastic grate or Media Tray (depending on Model) up and forward until the rear tab releases from the ledge located at the bottom of the partially reflective glass.

! IMPORTANT: Only handle the log set by the ember bed.

! NOTE: Log set fits tightly into firebox, some force may be necessary to remove.

3. Set Log Set/ Media Tray in front of fireplace.
4. Disconnect flicker from motor (see Figure 3).
5. Unscrew bulbs counter clockwise.
6. Insert new bulbs.
7. Reconnect flicker to motor.
8. Replace the log set by inserting the front edge of the log set and push down on the rear edge of the ember bed until it snaps into place (Figure 4).

! NOTE: Ensure the log set is installed tightly under the back ledge to prevent light leakage.

9. Replace glass assembly.

Glass Cleaning

The front glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front glass may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. The glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

Fireplace Surface Cleaning

To remove fingerprints or other marks, the exterior finish can be cleaned with a damp cloth with a mild detergent. The surface should be completely dried with a lint free cloth to prevent water spots**.**

Figure 3

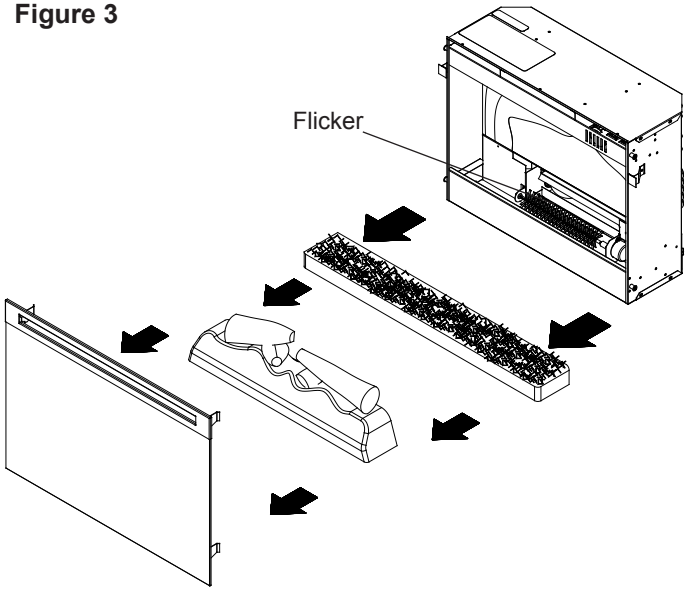
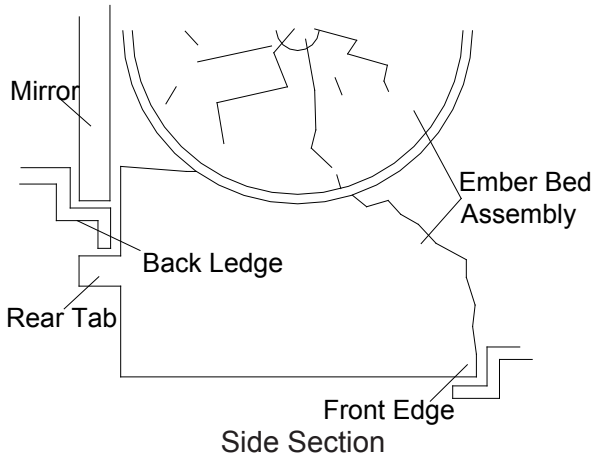
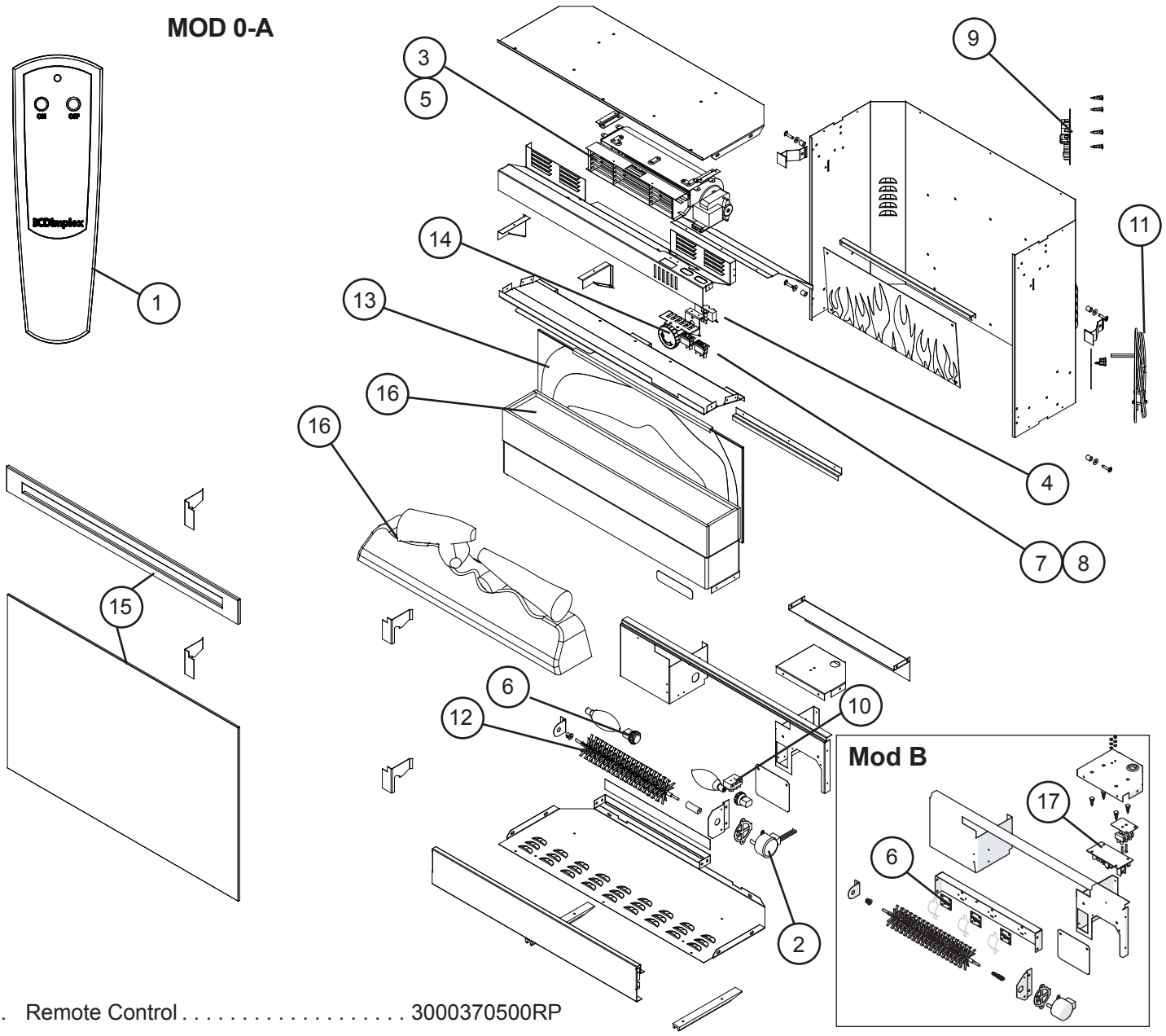


Figure 4



Side Section

EXPLODED PARTS DIAGRAM: DF2426, DF2550, DFG2562, 6905050100-500

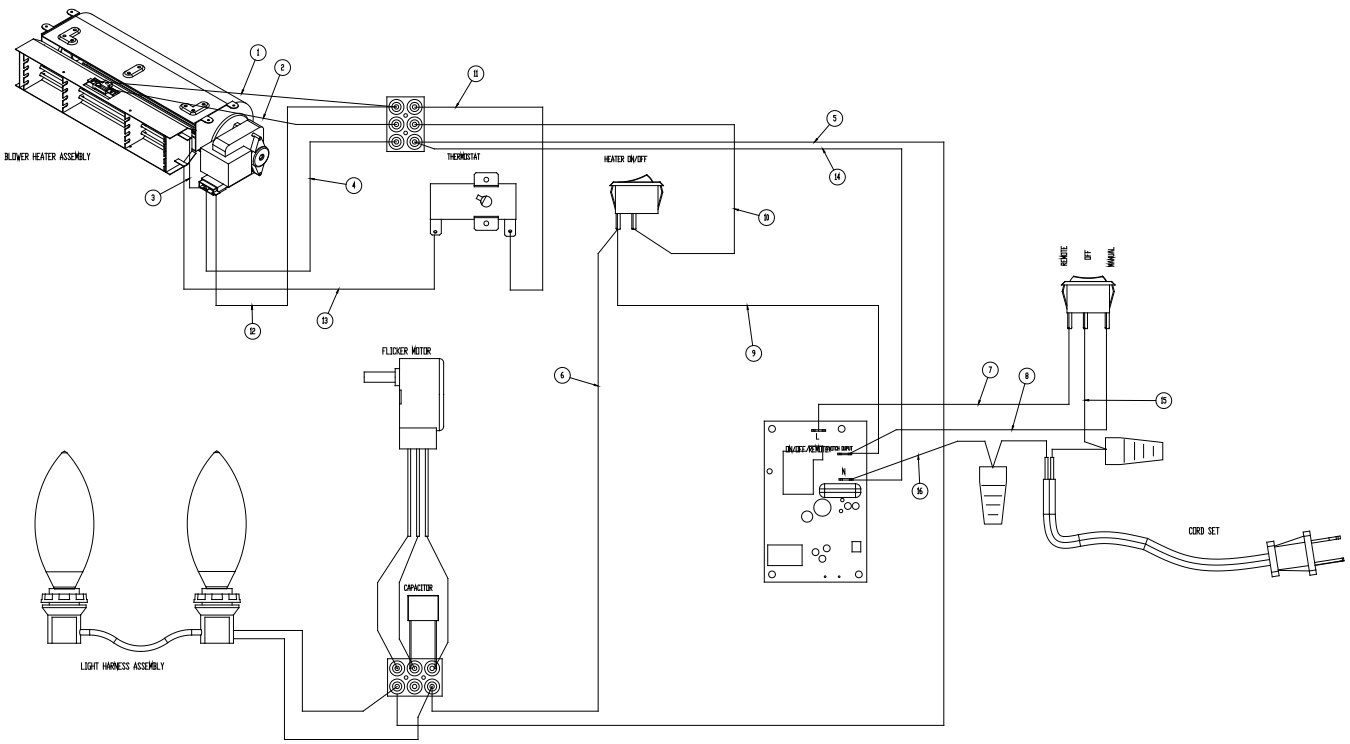


1. Remote Control 3000370500RP
2. Flicker Motor 2000210200RP
3. Heater Assembly (with cutout). 2200491100RP
4. Thermostat 2300150100RP
5. Cutout 2300270100RP
6. Light Assembly
   Mod 0-A: 2 Socket Light Harness 2500400500RP
   Mod B: LED Light Assembly 9600810100RP
7. Heater Switch 2800070700RP
8. 3-Position Switch. 2800071100RP
9. Remote Control Receiver 3000380200RP
10. Terminal Block. 4000150100RP
11. Power Cord 4100040900RP
12. Flicker Rod 5901110100RP
13. Partially Reflective Glass - DF2426. . . . 5901410100RP
    DF2550/DFG2562 . . . . . 5901410200RP
14. Control Knob 8801080100RP
15. **DF2426SS Stainless Steel Trim Assembly**
    (comes with Front Glass) 1020230280RP
    DF2426GB Gloss Black Trim Assembly
    (comes with Front Glass) 1020230104RP
    DF2550/DFG2562 Flat Black Trim Assembly
    (comes with Front Glass) 1020230359RP
    6905050400/6905050500 Silver Trim Assembly
    (comes with Front Glass) 1020230478RP
16. **DF2426/DF2550** Log Set Assembly . . . 0439970100RP
    6905050400/0500 Tray. 0440400100RP
    Glass Media 1400070100RP
17. LED Driver Board 3001170100RP

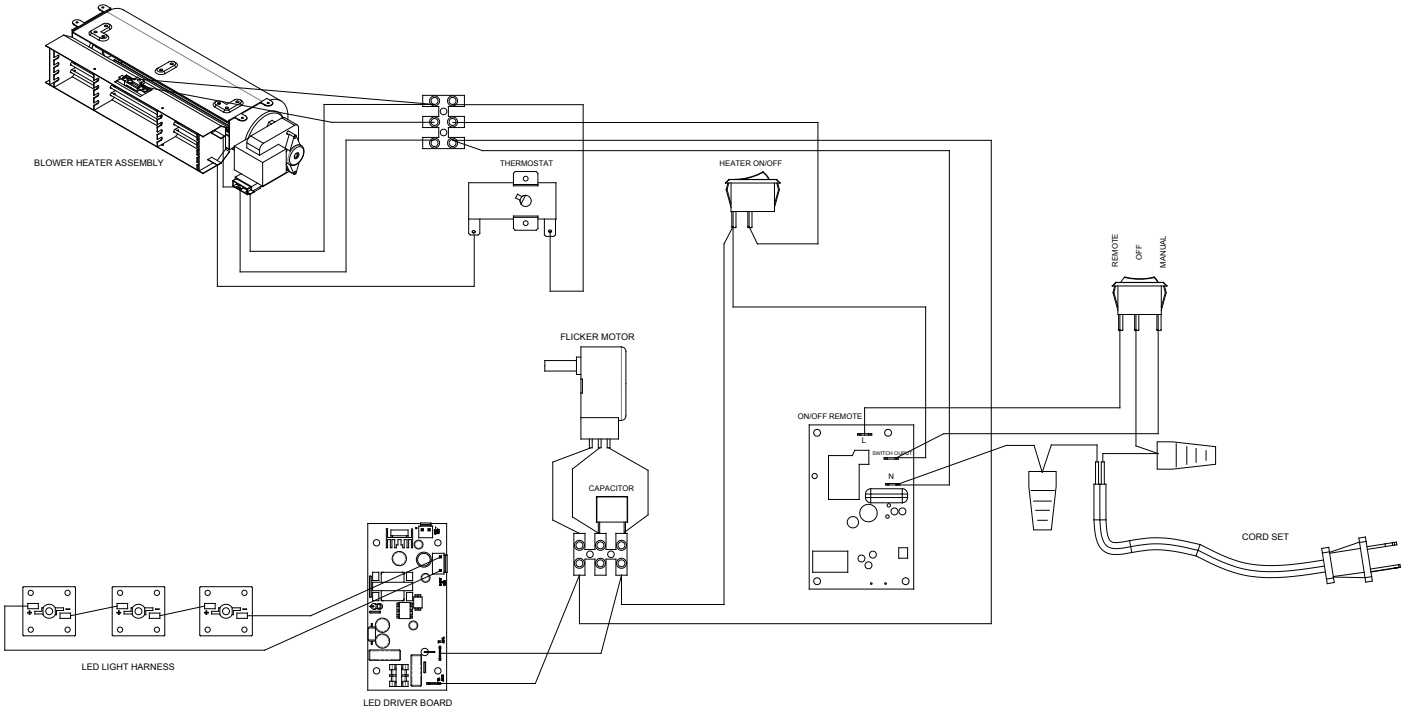
OEM Accessory
River Rocks. DFS1314

WIRING DIAGRAM: DF2426, DF2550, DFG2562, 6905050100-500

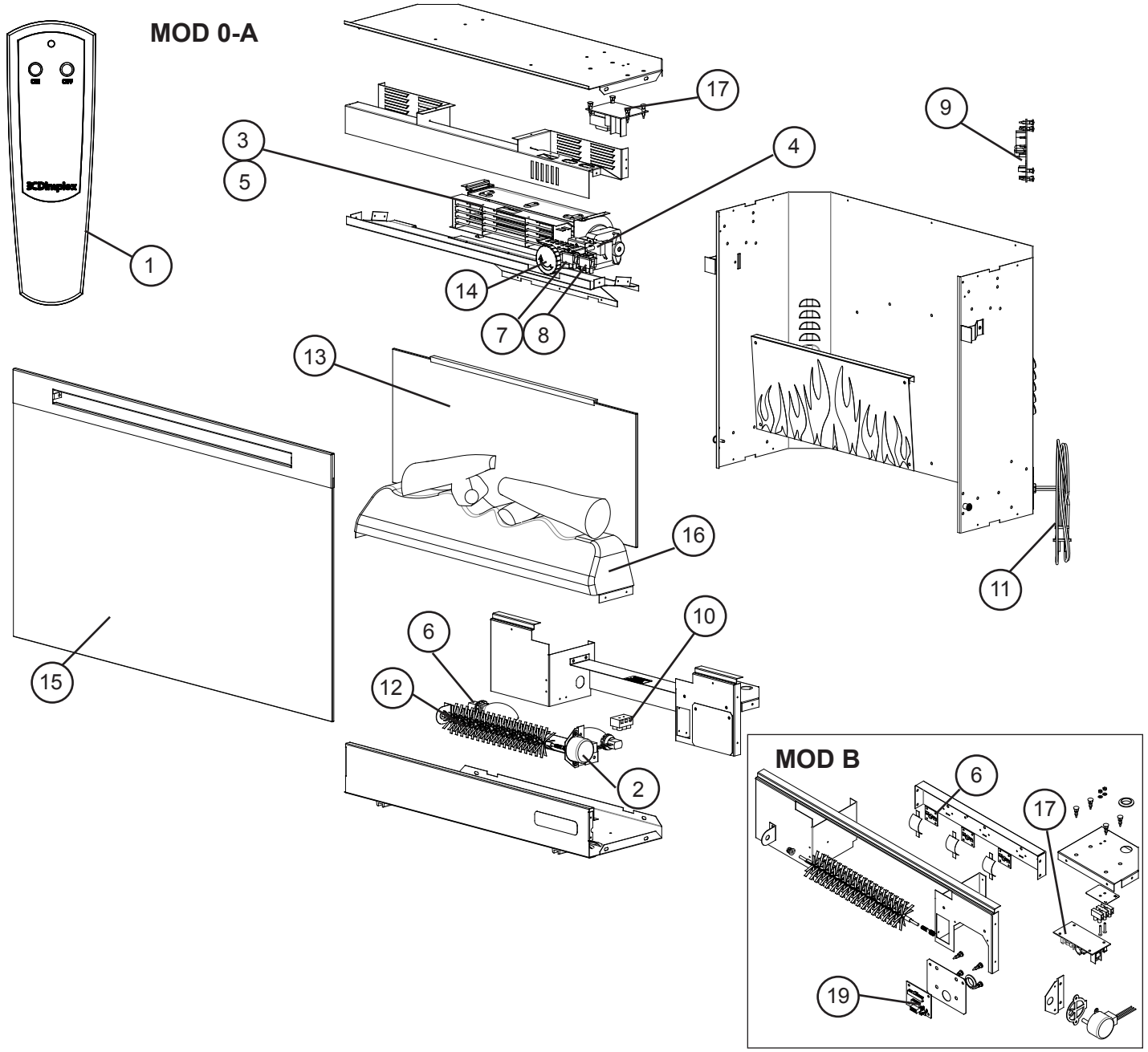
MOD 0-A



MOD B



EXPLODED PARTS DIAGRAM - BF9000, 6907560100



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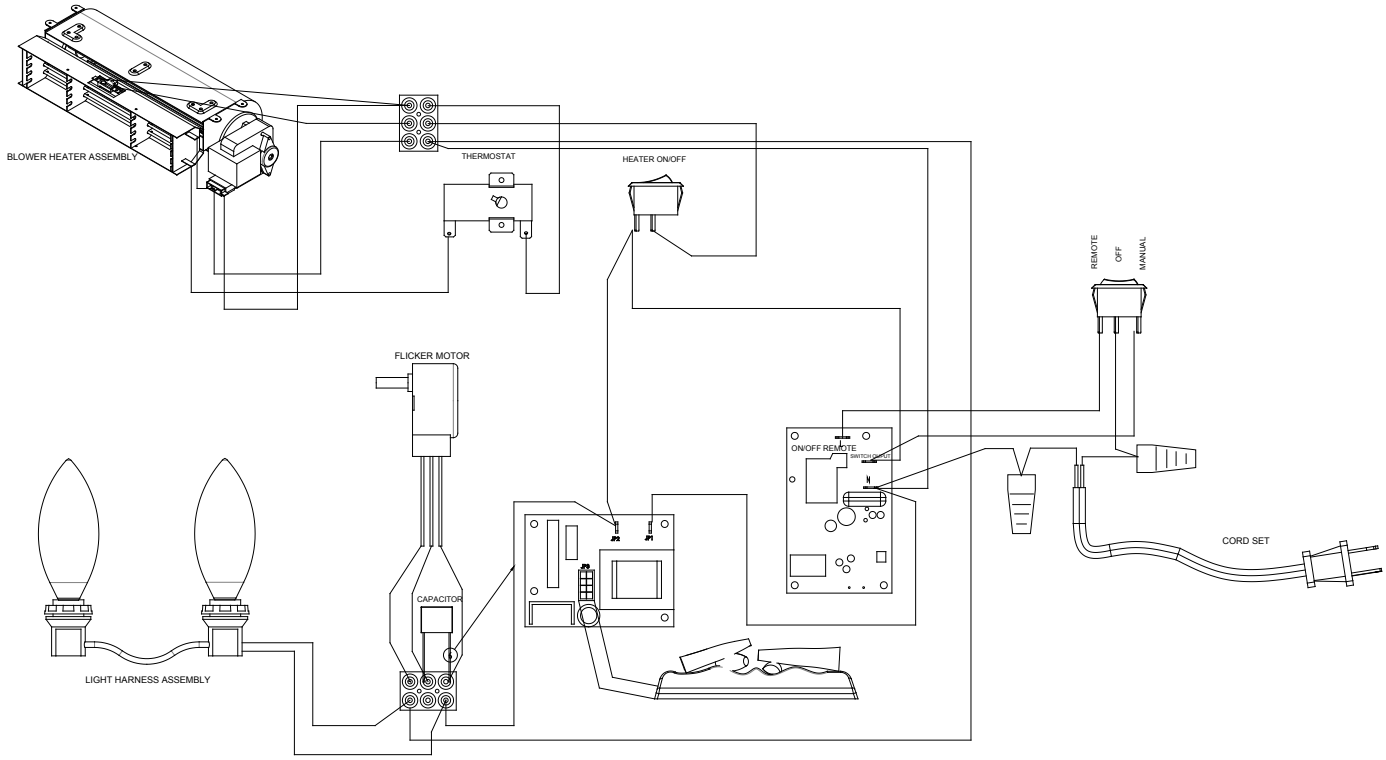
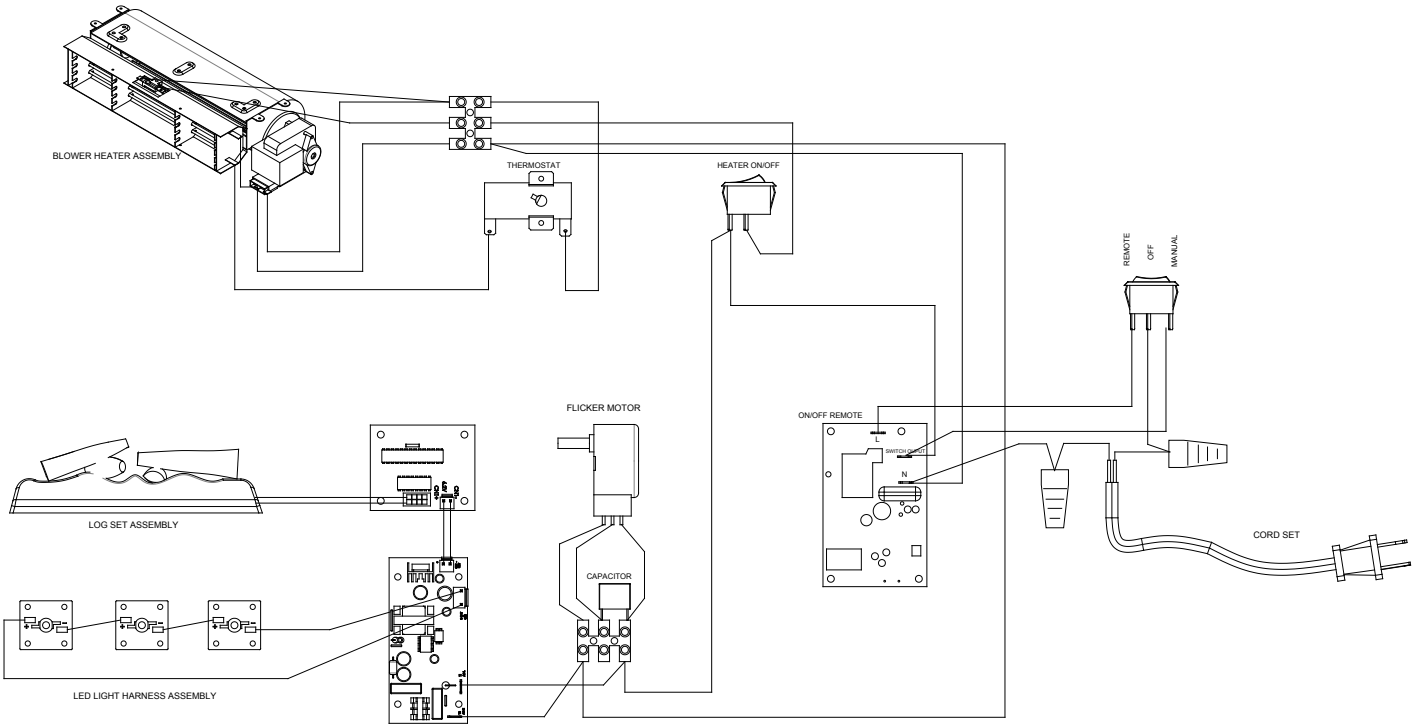
10. Terminal Block. 4000150100RP
11. Power Cord 4100040300RP
12. Flicker Rod 5901110100RP
13. Partially Reflective Glass 5901410100RP
14. Control Knob 8801080100RP
15. 30” Trim Assembly with Front Glass . . 6907580100RP
16. LED Logset Assembly Mod 0-A. 0440590100RP
    Mod B 0440590300RP
17. LED Driver Mod 0-A 3000390100RP
    Mod B. 3001170100RP
18. LED Wire Harness. 2500380300RP
19. LED Log Driver Board (Mod B only) . . 3001220100RP

WIRING DIAGRAM - BF9000, 6907560100

MOD 0-A



MOD B



PREPARATION FOR SERVICE

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

1. Remove the firebox out of the cabinet or wall frame that surrounds the unit.
2. Disconnect power before attempting any maintenance.

! NOTE: This unit may have been installed to a power source in one of 2 ways: (SEE FIGURE 5 & 6).

- Option #1 – Plugged into an outlet.
  A power cord with plug, inserted into an outlet near or behind the fireplace, unplug the fireplace from the outlet.
- Option #2 – Hardwire connection.
  Power supplied from electrical wire coming from a dedicated, properly fused circuit with 120 Volt, 15 Amp rating directly from the main electrical panel, turn the breaker off at the electrical panel.
  - It is recommended during original installation, there should be an allowance of up to 8 feet of service cable for connecting power supply to the junction box on fireplace.

3. Remove the front glass assembly by lifting the front glass assembly off of the 4 mounts located on the outer casing of the fireplace 2 on the left and 2 on the right. Carefully place the glass assembly aside in a safe location.

Figure 5

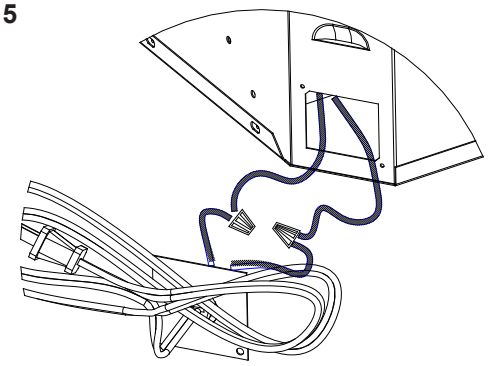
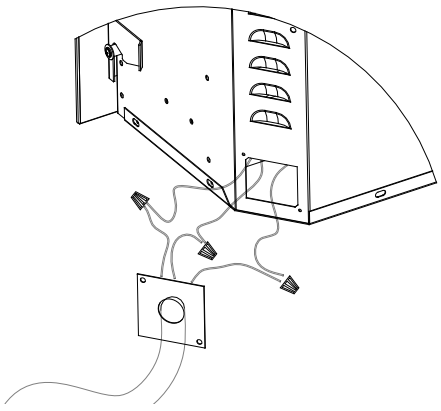


Figure 6



LIGHT ASSEMBLY REPLACEMENT

MOD 0-A

Tools required: Phillips head screw driver
Small wire cutter

⚠ **CAUTION:** Follow “Preparation for Service” instructions before proceeding.

1. Slightly wedge your fingers between the partially reflective glass and the log-set/ember-bed on either the right or left side. Pull the back edge of the plastic ember bed forward until the rear tab/ledge clears past the bottom of the partially reflective glass and pull the log set forward and out of the unit. (Figure 4).

! IMPORTANT: Only handle the log-set by the plastic ember-bed, not the logs themselves.

! NOTE: Log-set fits tightly into firebox. Some force may be necessary to remove.

! NOTE: If your model has the media tray with the decorative glass pieces as an ember bed, remove the glass pieces then remove the plastic media tray following the same method as the log set removal instructions.

2. Set log-set or media bed aside in a safe location.
3. Disconnect the flicker rod from the motor by pulling and twisting the rubber gasket/connector away from the motor. This is the gasket which joins the rod and the motor together. Once separated, pull the flicker rod out from the bracket and bushing from opposite side, and remove it from the firebox.

! NOTE: Be careful not to bend the rod. Doing so may damage the rod. Ensure the rod is straight after re-installation so that it doesn’t affect the operation of the flicker effect.

4. Carefully turn the firebox upside down so that the bottom panel is facing up.
5. Remove the 9 screws that hold the bottom panel in place, 2 on the back, 2 on the left, 2 on the right and 3 on the bottom along the front edge.
6. Remove the light bulbs by turning counter clockwise.
7. Remove the rings that hold the sockets to the side panel by turning/unscrewing the rings counter clockwise. Push the sockets out of the panel.
8. Cut the wire ties that are holding the wires to the casing.
9. Remove the light harness wire ends out of the terminal block by removing the small Philips head screw in the 2 respective terminals.
10. Insert the wire ends from the new light harness into the terminal block following the same orientation of the original harness.
11. Tighten terminal screws to secure wires in place.
12. Insert the new sockets into the opening on the socket panel on the left and right. Place the ring onto the socket and tighten to secure the socket into place.
13. Tuck the light harness wires around the light panel/cas-

ing so that they will not be pinched when re-attaching the bottom panel.

14. Insert new bulbs.
15. Re-assemble the firebox in reverse order.

! NOTE: Ensure the rear tab/ledge on the log-set/ember-bed is installed tightly under the bottom of the partially reflective glass to prevent light leakage.

MOD B

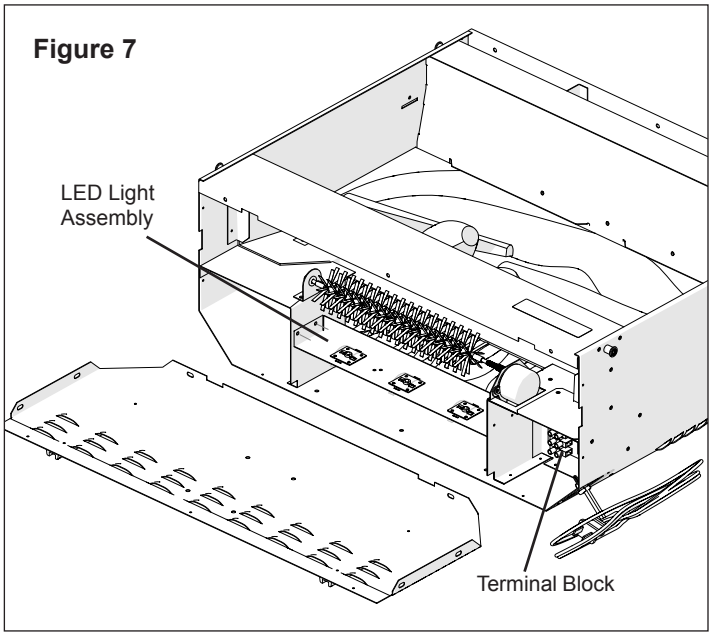
Tools required: Phillips head screw driver
Small wire cutter

⚠ CAUTION: Follow "Preparation for Service" instructions before proceeding.

1. Carefully turn the firebox onto its back so that the bottom can be easily accessed.
2. Remove the 9 screws that attach the bottom panel to the side panels, 2 on the back side, 2 on the left side, 2 on the right side and 3 on the bottom along the front edge. (Figure 7)
3. Locate the LED light assembly and remove the 4 screws securing the assembly to the two side panels.
4. Remove the light assembly wire ends out of the terminal block by removing the small Philips head screw in the 2 respective terminals.
5. Insert the wire ends from the new light assembly into the terminal block following the same orientation of the original wires.
6. Install the new LED light assembly back into the unit.
7. Re-assemble the firebox in reverse order.

! NOTE: Ensure that when reinstalling the bottom panel of the firebox that no wires are pinched.

Figure 7



FLICKER MOTOR/FLICKER ROD REPLACEMENT

Tools Required: Phillips head screw driver

⚠ CAUTION: Follow "Preparation for Service" instructions before proceeding.

1. Slightly wedge your fingers between the back partially reflective glass and the log-set/ember-bed on either the right or left side. Pull the back edge of the plastic ember bed forward until the rear tab/ledge clears past the bottom of the partially reflective glass and pull the log set forward and out.

! IMPORTANT: Only handle the log-set by the plastic ember-bed, not the logs themselves.

! NOTE: Log-set fits tightly into firebox. Some force may be necessary to remove.

! NOTE: If your model has the media tray with the decorative glass pieces as an ember bed, remove the glass pieces then remove the plastic media tray following the same method as the log set removal instructions.

2. Set log set or media tray aside in a safe location.
3. Disconnect flicker rod from the motor by slightly bending the flicker rod and pulling the rubber gasket off the motor shaft. (Figure 3).

! NOTE: Be careful not to bend the rod. Doing so may damage the rod. Ensure the rod is straight after re-installation so that it doesn't affect the operation of the flicker effect.

4. Carefully turn the firebox upside down so that the bottom panel is facing up.
5. Remove the 9 screws that attach the bottom panel to the side panels, 2 on the back side, 2 on the left side, 2 on the right side and 3 on the bottom along the front edge.
6. Remove the 3 flicker motor wire ends out of the terminal block by removing the small Philips head screw in the 3 respective terminals. Take note of their location on the terminal block.

! NOTE: A capacitor is also connected in 2 of the 3 terminals that hold the flicker motor wires on the terminal block. Take note of the terminal locations and the wire configuration.

7. Using a Philips screwdriver (a short screwdriver is recommended), remove the 2 screws holding the flicker motor to the mounting brackets. One screw on either side and remove the flicker motor out of the housing. Take note of the orientation on the brackets.
8. Place the new motor into the housing and attach the motor to the brackets using the 2 Philips screws.
9. Insert the 3 wire ends from the new flicker motor as well as the 2 wires from the original capacitor into the terminal block following the orientation of the original motor & capacitor. (See Assembly Part Pictures)
10. Tighten terminal screws to secure wires in place.

11. Re-assemble the firebox in reverse order.

! NOTE: Ensure the rear tab/ledge on the log-set/ember-bed is installed tightly under the bottom of the partially reflective glass to prevent light leakage.

HEATER ASSEMBLY REPLACEMENT

Tools Required: Philips head screwdriver
Needle nose pliers

⚠ CAUTION: Follow "Preparation for Service" instructions before proceeding.

1. Remove 9 screws that secure the top panel to the side panels of the firebox using a Philips head screwdriver, 2 on the left side; 2 on the right side; 3 on the backside; 2 on the top.
2. Lift the top off the firebox. Turning the panel 45 degrees, rest it inside the cavity at the top to provide you with some support and leverage while following Steps 4 & 5.
3. Noting their original location, disconnect the wires attached to the end of the heater assembly on the blower motor and element. Using a flat head screwdriver gently pry between the end of the connector and the heater to release the wires

! NOTE: Some of the wires may have a "piggy-back" connector that allows a second wire to connect to the same prong as the first wire. Keep the "piggy-back" connection together when pulling the wires off the heater assembly.

! NOTE: In some cases the wire running from the cutout will not reach the terminal block where the previous wire was removed from, see Figure 8. The new wire is provided with an insert connection, slide the plastic cover up and bend the connection in half. Remove the wire on the blower motor, that is running from the same spot off of the terminal block, install the new bent wire, then install the previously removed wire onto the bent connection.

4. Remove the 2 mounting brackets that attach the heater assembly to the top panel. Ensure that the heater assembly is supported when removing the brackets.
5. Remove the mounting brackets from the heater assembly by removing the 2 Philips screws from each bracket.
6. Attach the brackets to the new heater assembly and then attach brackets to the top panel.
7. Re-assemble in reverse order as above.

HIGH TEMPERATURE CUTOUT REPLACEMENT

Tools Required: Philips head screwdriver
Needle nose pliers

⚠ CAUTION: Follow "Preparation for Service" instructions before proceeding.

1. Remove 9 screws that secure the top panel to the side panels of the firebox using a Philips head screwdriver, 2 on the left side; 2 on the right side; 3 on the backside; 2 on the top.
2. Lift the top off the firebox. Turning the panel 45 degrees, rest it inside the cavity in the top to provide you with some support and leverage while following Step 4.

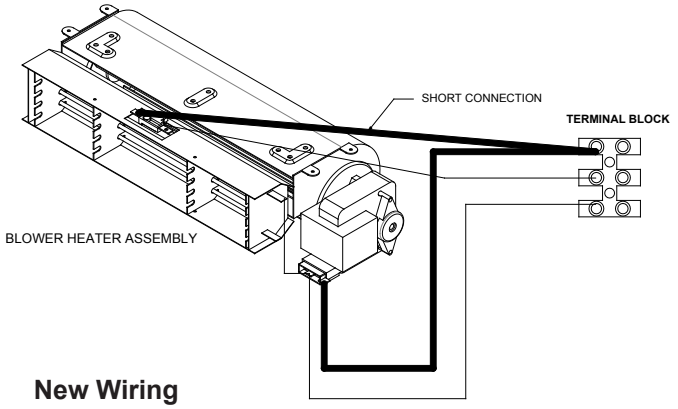
⚠ CAUTION: Support the back underside of the firebox with a small piece of wood as the feet do not go the entire depth of the unit and it can easily tip backwards.

3. Remove the 2 mounting brackets that attach to the heater assembly to the top panel. Ensure that the heater assembly is supported when removing the brackets.
4. Locate the High Temperature Cutout found on the outer casing of the heater assembly at the elements.
5. Follow the wires to the terminal block and disconnect the 2 wires at the terminal block.
6. Using a small diameter, Philips screwdriver, remove the old cutout and replace it with the new one following the orientation of the original wires. (See Assembly Part Pictures)

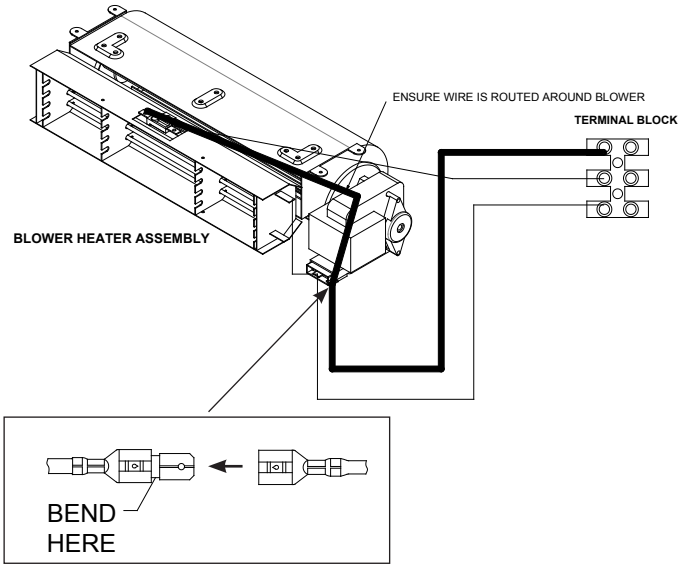
! NOTE: In some cases the wire running from the cutout will not reach the terminal block where the previous wire was removed from, see Figure 8. The new wire is

Figure 8

Original Wiring



New Wiring



provided with an insert connection, slide the plastic cover up and bend the connection in half. Remove the wire on the blower motor, that is running from the same spot off of the terminal block, install the new bent wire, then install the previously removed wire onto the bent connection.

7. Re-assemble in reverse order as described above.

3-POSITION OR HEATER SWITCH REPLACEMENT

Tools Required: Philips head screwdriver
Needle nose pliers

⚠ **CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove 9 screws that secure the top panel to the side panels of the firebox using a Philips head screwdriver, 2 on the left side; 2 on the right side; 3 on the backside; 2 on the top.
2. Lift the top panel up off the firebox, turn it 45 degrees and rest it inside the upper cavity against the back panel.

⚠ **CAUTION:** Support the back underside of the firebox with a small piece of wood as the feet do not go the entire depth of the unit and it can easily tip backwards.

3. The switch housing panel spans across the front of the fireplace, near the top. Remove the 6 screws from the side panels that hold this front panel in place, 3 on the left and 3 on the right side.
4. Lift the switch-housing panel up and flip it 180 degrees towards you to expose the wires connected to the backside of the switch.
5. Taking note of the original location of each wire connected to the switch that needs replacing, (either the 3-Position or the Heater Switch) remove the wires.

! **NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the switch to release the wires.

6. Noting the orientation of the switches - the markings on the face, depress the tabs that secure the switch to the housing from behind the panel and push the switch out to the front. Using needle nosed pliers will give you a better grip and fit to depress both these tabs at the same time.
7. Push the new switch in place, ensuring that both tabs are engaged.
8. Re-assemble in reverse order as described above.

THERMOSTAT REPLACEMENT

Tools Required: Philips head screwdriver

⚠ **CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove 9 screws that secure the top panel to the side panels of the firebox using a Philips head screwdriver, 2 on the left side; 2 on the right side; 3 on the backside; 2 on the top.
2. Lift the top panel up off the firebox, turn it 45 degrees and rest it inside the upper cavity against the back panel.

⚠ **CAUTION:** Support the back underside of the firebox with a small piece of wood as the feet do not go the entire depth of the unit and it can easily tip backwards.

3. On the front face of the switch housing, remove the 2 screws that hold the thermostat to the panel.
4. The switch housing panel spans across the entire top on the front of the fireplace. Remove the 6 screws from the side panels that hold this front panel in place, 3 on the left and 3 on the right side.
5. Lift the switch-housing panel up and flip it 180 degrees towards you to expose the wires connected to the backside of the thermostat.
6. Remove the dial off the control shaft by pulling forward away from the thermostat.

! **NOTE:** Note that the dial will only go back on the shaft one way when replacing.

7. Remove thermostat from the mounting bracket by removing the 2 Philips screws located on the bracket.
8. Taking note of the original location of each wire connected to the thermostat remove the wires and place onto the new thermostat.

! **NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the thermostat to release the wires.

9. Re-assemble in reverse order as described above.

REMOTE CONTROL RECEIVER REPLACEMENT

Tools Required: Philips head screwdriver
Needle nose pliers
Small cutter or snips

⚠ **CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove 9 screws that secure the top panel to the side panels of the firebox using a Philips head screwdriver, 2 on the left side; 2 on the right side; 3 on the backside; 2 on the top.
2. Lift the top panel up off the firebox, turn it 45 degrees and rest it inside the upper cavity against the back panel.

⚠ **CAUTION:** Support the back underside of the firebox with a small piece of wood as the feet do not go the entire depth of the unit and it can easily tip backwards.

3. The switch housing panel spans across the entire top on the front of the fireplace. Remove the 6 screws from the side panels that hold this front panel in place, 3 on the left and 3 on the right side.
4. Lift up the switch-housing panel and carefully rest it inside the upper cavity.
5. Taking note of the original location of each wire connected to the board, remove each wire and connect

them onto the same location on the new receiver board.

! NOTE: Using a flat head screwdriver gently pry between the end of the connector and the circuit board to release the wires.

6. Remove the old board off the plastic mounts, by squeezing the tab inward and sliding the board off.
7. Replace any plastic mounts that may have broken by pushing the old mounts out towards the back. Replace the new mounts from the back.
8. Line up the holes on the corners of the new remote control receiver board and press the new board onto the mounts. Make sure the board is secure.
9. Re-assemble in reverse order as described above.

LED LOG DRIVER REPLACEMENT

Tools Required: Philips head screwdriver
Needle nose pliers
Small cutter or snips

⚠ **CAUTION:** Follow "Preparation for Service" instructions before proceeding.

1. Remove 9 screws that secure the top panel to the side panels of the firebox using a Philips head screwdriver, 2 on the left side; 2 on the right side; 3 on the backside; 2 on the top.
2. Lift the top panel up off the firebox, turn it 45 degrees and rest it inside the upper cavity against the back panel.

⚠ **CAUTION:** Support the back underside of the firebox with a small piece of wood as the feet do not go the entire depth of the unit and it can easily tip backwards.

3. Taking note of the original location of each wire connected to the board, remove each wire and connect then onto the same location on the new log driver board.

! NOTE: Using a flat head screwdriver gently pry between the end of the connector and the circuit board to release the wires.

4. Remove the old board off the plastic mounts, by squeezing the tab inward and sliding the board off.
5. Replace any plastic mounts that may have broken by pushing the old mounts out towards the top. Replace the new mounts from the back.
6. Line up the holes on the corners of the new log driver board and press the new board onto the mounts. Make sure the board is secure.
7. Re-assemble in reverse order as described above.

POWER CORD REPLACEMENT

Tools required: Phillips head screw driver.
Needle nosed pliers.

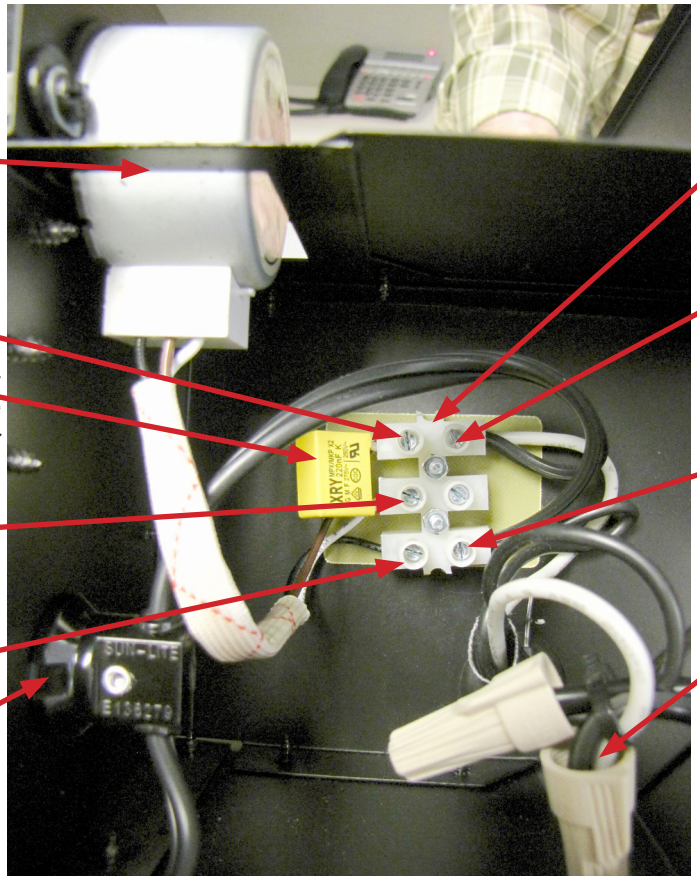
⚠ **CAUTION:** Follow "Preparation for Service" instructions before proceeding. Steps 1 & 2 only.

1. Remove power cord junction box cover by removing the 2 Philips screws mounted to the back panel of the fireplace.
2. Unscrew the 2 wire connectors that join the power cord at the bottom to the wire leads coming down from the top.
3. With a pair of needle nose pliers, open the strain relief bushing that holds the power cord in place on the junction box cover and remove the cord.
4. Feed the new power cord through the junction box and squeeze the new strain relief in place on the cord and junction box.
5. Re-connect wires. –(Wide blade on the plug is the neutral side of the power cord).
6. Re-assemble in the reverse order as above.

ASSEMBLY PART PICTURES

LOWER ELECTRICAL HOUSING

VIEW FROM THE BOTTOM



Flicker Motor

Flicker Motor Connection - White (with capacitor wire)

Capacitor - Connects to the terminals with the brown and white wires from the flicker motor

Flicker Motor Connection - White (with capacitor wire)

Flicker Motor Connection - Black Single

Light Socket

Lower Terminal Block

Light Harness Connection - Neutral

Light Harness Connection - Live

Power Cord or Hardwire Internal Connection

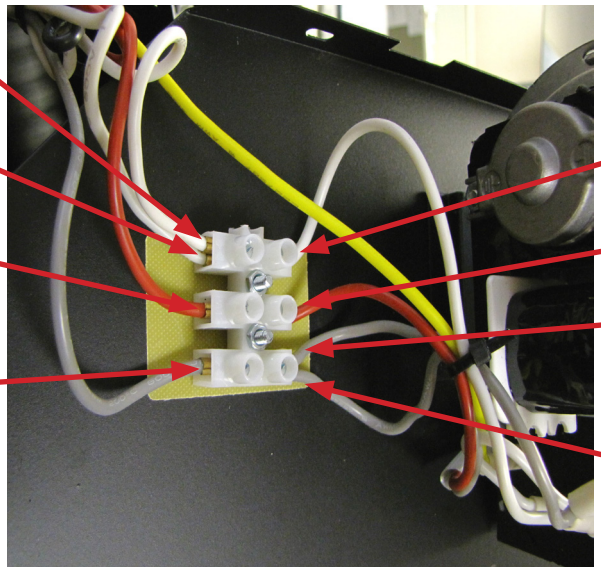
UPPER PANEL TERMINAL BLOCK CONNECTIONS

White - Connects to a piggy back connection on JP3 prong on circuit board

Long white connects to lower electrical housing

Red - Connects to the Inside/ middle prong on heat on/off switch

Grey - Connects to the Thermostat



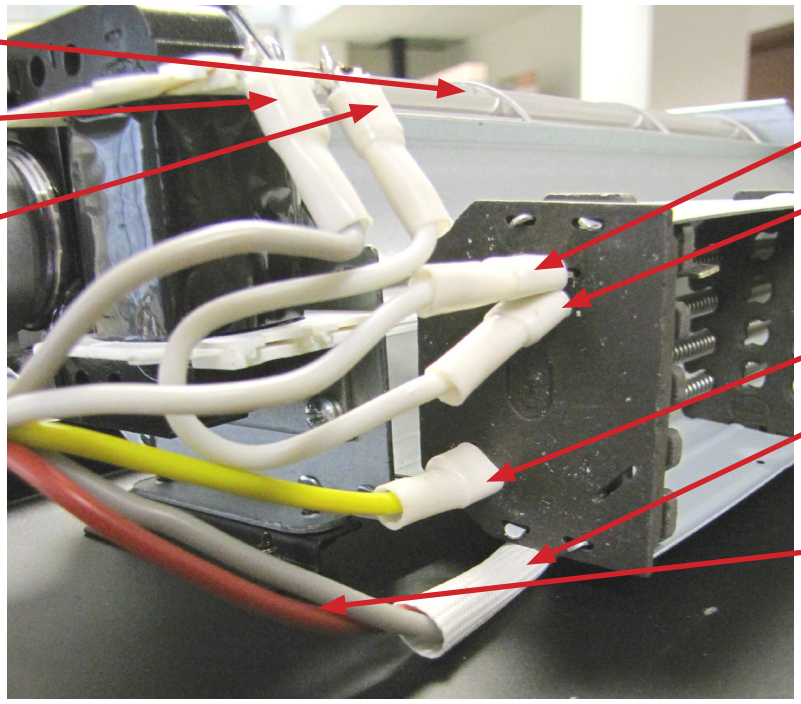
White - "Piggy-backed" to white jumper from bottom prong on the element

Red - From High Temperature Cutout

Grey - From High Temperature Cutout

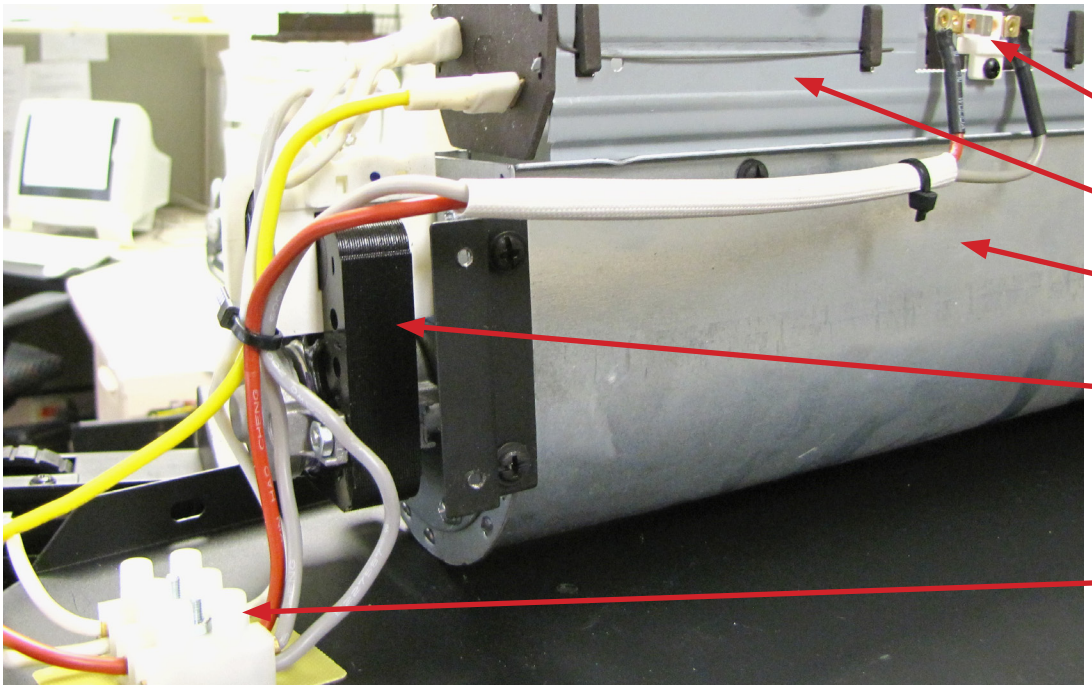
Grey - To Blower motor outside prong.

HEATER ASSEMBLY CONNECTIONS


Blower
Connects to Terminal Block
Jumper to “Piggy Back” connection on lower prong of element
White - Connects to Terminal Block
White - Jumper to Blower Motor
Yellow - Connects to Thermostat
Grey - Connects to High Temperature Cutout on Terminal Block
Red - From the high temperature cutout to the terminal block.

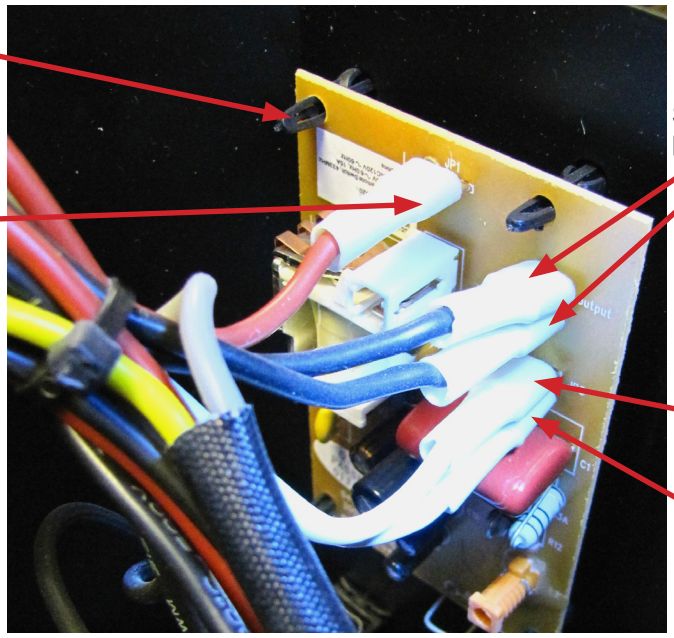
HEATER ASSEMBLY CONNECTIONS WITH HIGH TEMPERATURE CUTOUT

View of Heater Assembly removed from the top panel



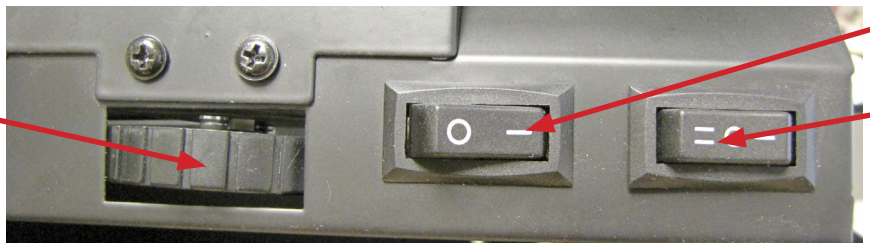
REMOTE CONTROL RECEIVER BOARD CONNECTIONS

VIEW FROM THE TOP RIGHT SIDE


Stand-Off Clips (4) - Attaching receiver board to housing
JP1 - Connects to inside prong of 3-Position Switch
Switch Output (Black) to outside prong of 3-Position Switch
Switch Output (Black "Piggy Back") to "Piggy Back" Connection on Outside Prong on Heater On/Off Switch
JP3 (White) from upper terminal block
JP3 (White "Piggy Back") from lower electrical housing

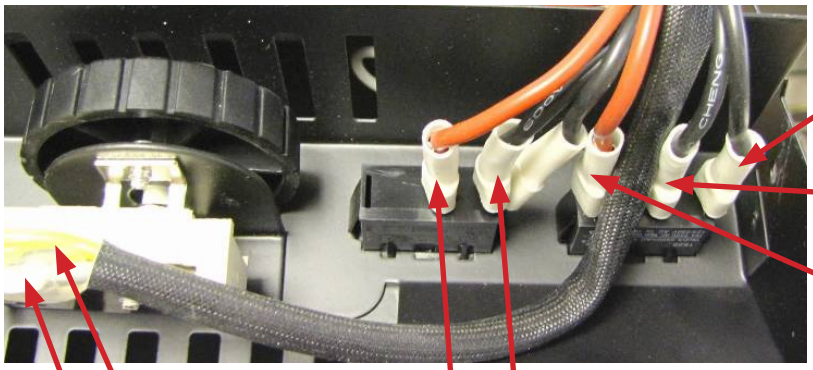
THERMOSTAT DIAL, HEATER AND 3-POSITION SWITCHES

EXTERIOR VIEW OF SWITCH PANEL



THERMOSTAT DIAL, HEATER AND 3-POSITION SWITCHES

INTERIOR VIEW – BACK SIDE OF SWITCH PANEL


Outside Prong (Black) connects to Switch Output (Black "Piggy back") on Receiver Board
Middle Prong (Black) connects to Black from lower electrical housing
Inside Prong (Red) connects to JP1 on Receiver Board
Yellow from Heating Element
Grey from Upper Panel Terminal Block
• Outside Prong (Black) connects to Lower Electrical Housing
• Outside Prong (Black - "Piggy Back") to Switch Output on Receiver Board
Inside Prong (Red) connects to Upper Terminal Block

TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
General		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote Control has a similar frequency to other remotes in the area.	Replace Remote Control. Initialize to Remote Control Receiver
	Radio frequency disturbance from outside sources.	Replace Remote Control and Remote Control Receiver where necessary. Initialize Remote Control and Receiver
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize Remote Control and Receiver.
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective Power Cord	Replace Power Cord if cord gets hot to the touch.
Appearance		
Fireplace does not turn on Manually	Improper operation	Refer to Operation Section
	No incoming power from the electrical wall socket	Check fuse/breaker panel
	Defective 3-Position Switch	Replace 3-Position Switch
	Defective Remote Control Receiver	Replace Remote Control Receiver. Initialize Remote Control and Receiver
Fireplace does not turn on with the Remote Control	Improper operation	Refer to Operation Section
	Remote Control not initialized to fireplace	Initialize the Remote Control
	Remote Control not working	Install new battery into the Remote Control. Initialize Remote Control.
		Replace Remote Control or Remote Control Receiver where necessary. Initialize Remote Control and Receiver.
	Loose wiring	Check wiring connections
Flame Frozen	Defective Flicker Motor	Replace Flicker Motor
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Burnt out light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective Light Harness/ LED Light Assembly	Replace Light Harness/ LED Light Assembly
Log set dim, not glowing (BF9000 only)	Loose wiring	Check wiring connections
	Defective LED Log Driver Board	Replace LED Log Driver Board
	Defective Log Set Assembly	Replace Log Set Assembly
Flame Shutter	Defective Flicker Motor	Replace Flicker Motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit

PROBLEM	CAUSE	SOLUTION
Heater		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective Heater Switch	Replace Heater Switch
	Defective Thermostat	Replace Thermostat
	Defective Remote Control Receiver	Replace Remote Control Receiver
Heater is not turning on	Improper operation	Refer to Operation Section
	Loose Wiring	Trace wiring in unit
	Defective Heater Switch	Replace Heater Switch
	Defective Thermostat	Replace Thermostat
	Defective Heater Assembly	Replace Heater Assembly
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective Heater Assembly	Replace Heater Assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Loose wiring	Trace wiring in unit
	Defective Thermostat	Replace Thermostat
	Defective Heater Assembly	Replace Heater Assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective Heater Assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace Heater Assembly.
Heater fan runs continuously	Defective Heater Switch	Replace Heater Switch
	Defective Thermostat	Replace Thermostat
	Defective Heater Assembly	Replace Heater Assembly
Noise		
Excessive noise with the heater on	Dirty Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.
	Defective Heater Assembly	Replace Heater Assembly
Grinding or excessive noise with the heater off	Flicker Rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective Flicker Motor	Replace Flicker Motor